

# Emergency Preparedness for Home Care



# Presenters

## From The Joint Commission:

**Julia Finken BSN, MBA, CPHQ, CSSBB**, Associate Director, Home Care  
**Emmah Tande, RN, MSN**, Associate Director, Home Care Standards Group

## Guest Speakers:

**Thomas French, BS, RRT, RCP**, Manager Clinical Regulatory Compliance, **Apria**  
**Alisa House, RPh**, Senior Advisor, Specialty Pharmacy Practice, **CVS/Caremark**  
**Laurie Foster**, Director of Operations, Retired USAF, **Brightstar Care**  
**Barbara Benzio, MPA, BSN, RN**, Manager, Prof. Dev, **VNA of the Treasure Coast**  
**Deborah Hagopian, BSN, RN**, Regional Program Director, **Suncoast Hospice**

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# Objectives

- ▶ Identify Key Leadership Strategies to Develop an Effective Emergency Operations Plan
- ▶ Identify Critical Components of a Successful Emergency Operations Plan
- ▶ Discuss Valuable Methods of Evaluating the Implementation of the Emergency Operations Plan

# EOP Planning Process

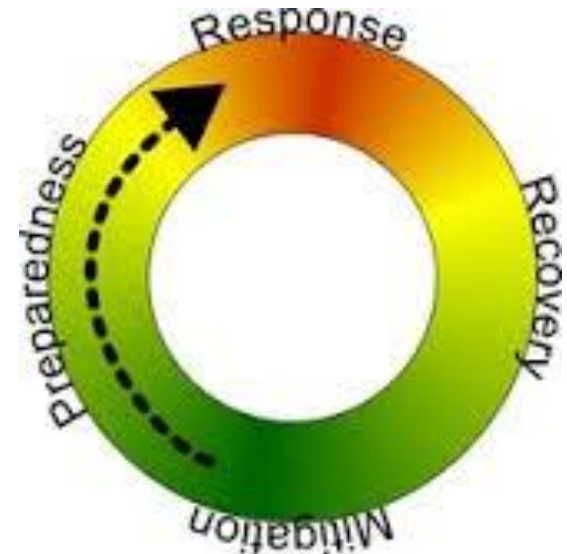
- ▶ Leaders Participate in Planning Activities
- ▶ Identify Potential Emergencies in Writing
- ▶ Prioritize Emergencies
- ▶ Determine Role in Community Response Plan
- ▶ Define Mitigation Activities
- ▶ Define Preparedness Activities





# Components of the Emergency Operations Plan

- Communication
- Management of Resources and Assets
- Management of Staff
- Management of Utilities
- Management of Patients



# Evaluate the Effectiveness of the Emergency Operations Plan

- ▶ Activate EOP Once a Year
- ▶ Utilize Likely Disaster Scenarios
- ▶ Management and Staff Evaluate
- ▶ Identify Opportunities for Improvement
- ▶ Modifications are Implemented
- ▶ Encompasses Response Procedures
- ▶ Stresses Key Areas of Safety

***Effective***

# Panel Questions





# Evaluation: DMEPOS

Thomas French, BS, RRT, RCP, Manager Clinical Regulatory Compliance, **Apria**

- ▶ What component of the EOP proved to be the most critical to the effectiveness of your EOP?
- ▶ What component of the EOP proved to be the least effective?
- ▶ What revision did you make to the EOP in response to this finding?
- ▶ What were the results of this change?



# Evaluation: Pharmacy

Alisa House, RPh, Senior Advisor, Specialty Pharmacy Practice,  
CVS/Caremark

- ▶ What was your most effective tool for communicating to staff and patients during the emergency?
- ▶ What was your least effective method for communicating to staff and patients during the emergency?
- ▶ What revision did you make to your plan in response?
- ▶ What were the results of this change?



# Evaluation: Home Health and Hospice

**Barbara Benzio, MPA, BSN, RN, Manager, Prof. Dev,  
VNA of the Treasure Coast**

**Deborah Hagopian, BSN, RN, Regional Program Director,  
Suncoast Hospice**

- ▶ What was your plan to obtain and replenish medical and non-medical supplies?
- ▶ Did your plan work?
- ▶ What changes have you made to your plan as a result?
- ▶ What is the outcome of these changes?



# Evaluation: Non-Medical

Laurie Foster, Director of Operations, Retired USAF, BrightStar Care

- ▶ Where did you excel in the management of the care, treatment and services of your clients?
- ▶ Where did you have opportunities to improve?
- ▶ What would you do differently in the future to prepare in advance for patient care during an emergency?



# Questions



# Home Care Team Contacts

## Joint Commission Home Care Program

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